

Resident Experience



Results

Thank you to all Newmarket Health Centre (NHC) residents and caregivers who participated in our 2024 Resident Experience Survey. Your feedback helps us understand how you feel about your home, what we are doing well and where we can do better. The results from the survey will be used to help develop continuous quality improvement plans we can use to further improve our services.



Who we heard from

57 residents/substitute decision-makers for 53.27% response rate and another 14 family members and caregivers participated (22% response rate)

What we're doing well

98%

of respondents felt staff listen to them

96%

of respondents felt staff addressed them appropriately and called them by name

96%

of respondents feel safe and secure in the home

96%

of respondents feel the common areas in the home look and smell clean

Opportunities for improvement

7%

of respondents did not feel staff addressed concerns in a timely manner

7%

of respondents feel they cannot express their opinions without fear of consequences

11%

of respondents did not feel that the snacks served between meals are of good quality

What you said

I think more effort should be put into the outside spaces

Staff are amazing and genuinely care.

Dad is very well taken care of.
He is always clean.
His room is spotless.

Would like to see more fresh food available during snacks

More variety in the snack would be nice

Staff are friendly and go out of their way to ensure needs are met

I would like to see more activities outside

SENIORS SERVICES

1-877-464-9675

TTY 1-866-512-6228

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